

***Analysis of Rambak Crackers Quality Control Using the
Statistical Quality Control (SQC) Method at UD Special
in Jember Regency***

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ABSTRACT

UD Special is a rambak cracker processing business owned by Mr. Eko and located in Jember Regency. In its production process, product defects are still found, which may affect the quality of rambak crackers; therefore, better quality control is required. This study aims to: (1) analyze the quality control of rambak crackers, (2) analyze the implementation of the *Statistical Quality Control* (SQC) method, and (3) identify the factors causing product defects. This research employed a quantitative descriptive method with data collected through observation, interviews, and documentation. The analysis was conducted using SQC tools, including *check sheets*, *np control charts*, Pareto diagrams, and fishbone diagrams. The results showed that the product defects consisted of color defects, texture defects, and integrity defects, with integrity defects being the most dominant type. The causes of defects were related to human, machine, method, and environmental factors, such as workers' lack of accuracy, blunt cutting tools, inconsistent product handling, and drying processes affected by weather conditions. Therefore, UD Special needs to improve production supervision, perform regular equipment maintenance, and implement more consistent work procedures to reduce product defects and improve the quality of rambak crackers.

Keywords: rambak crackers, quality control, *Statistical Quality Control* (SQC), product defects, product quality.